

## Enhanced Access Service - North East 2 PCN

### 1. What is Enhanced Access Service?

The Enhanced Access Service makes it easier for you to get an appointment at a time that suits you including evenings and weekends. The service offers pre-bookable, routine primary care appointments with a range of clinicians including GPs, nurses and other health care professionals.

### 2. When will the Enhanced Access Service be available?

The new service will be available from 1<sup>st</sup> October 2022.

### 3. Who can access these appointments?

Anyone registered at:-

Shrewsbury Road Surgery  
Wordsworth Health Centre  
Lathom Road Medical Centre  
E12 Medical Centre  
Dr Sathyajith's Practice

### 4. Where will my appointment take place?

The appointments will take place from:-

Day	Appointment Time	Appointment Location / Hub
Monday	6.30pm – 8.00pm	<b>Shrewsbury Road Surgery</b> Shrewsbury Road, London, E7 8QP
Tuesday	6.30pm – 8.00pm	
Wednesday	6.30pm – 8.00pm	
Thursday	6.30pm – 8.00pm	
Friday	6.30pm – 8.00pm	
Saturday	9.00am – 5.00pm	



## 5. How do I book an appointment?

This is not a walk-in service – you must call to book an appointment through the **service dedicated number 020 7540 9949** (the phone line is open 24x7) **or** via your registered GP practice reception team.

## 6. What can I be seen for?

An enhanced access service appointment is exactly like an appointment at your own GP practice.

## 7. Will I see my own GP and/or nurse?

You will be seen by experienced GPs, nurses and other healthcare professionals, but it is unlikely that you will be seen by your own GP or nurse.

## 8. Will the GP or nurse I see have access to my medical record during my appointment?

Your medical record will, with your consent, be available to the GP that sees you, to ensure that they have the information they need to give you the best possible care. Notes of your appointment will be sent back to your own GP practice electronically to ensure that your record is up-to-date.

## 9. How do I reschedule or cancel an appointment?

If you need to reschedule or cancel the appointment, please call the service dedicated number on **020 7540 9949**